



## Application Policies and Procedures

### **Application Requirements**

1. All applicants 18 years of age and older that will be living in the property are required to complete the application process.
2. Each applicant must complete an online application through our company website.
3. The application must be completed in its entirety.
4. A non-refundable, \$75 application fee is required for each applicant 18 or older.
5. A photo ID is required for each applicant.
6. Some of our rentals are pet-friendly, but not all. Most properties have breed restrictions, size, and weight restrictions as well all dependent on the owners insurance policy. Pets must be approved and listed on your application. Breed restrictions are in place. If a pet is approved, the following items are required;
  - \$500, refundable pet fee and \$250 additional pet fee per pet
  - \$25 pet rent/pet/month
  - Signed Pet Addendum
7. We will not hold a property until **all** applicants have been approved, **all** fees, and **security deposits** have been paid in full and a lease agreement has been signed by **all** parties.
  - \*Security Deposits & Fees can be paid online through the applicant portal*
8. All applicants must have a 650+ credit score unless circumstances dictate an exception determined by the owner. No preapproval or guarantee of approval will be made at anytime prior to submitting an application.
9. Single family zoned homes will be leased per the city or county ordinance defining single family. It is the applicants and their Realtor's responsibility to educate themselves with the city zoning and code mandates for home occupancy.

### **Applicant Screening Process**

1. The application process takes 48-96 **business hours**.
2. Qualifying is based on income, credit history, rental history, and/or previous home ownership, and a criminal background check based on convictions. If the requested rental history is not returned by the current landlord it is the applicants responsibility to contact their landlord and get this paperwork to Platinum Peak Property Management. Obtaining rental history from applicants landlord does not fall on the responsibility of Platinum Peak and the timeframe this is returned is the applicants responsibility.
3. Applicant must earn a minimum of three times the stated monthly portion of the given monthly rent amount.
4. Incomplete applications will delay the application process and can be grounds for applicants to be declined.
5. The following items are immediate grounds for the application to be declined;
  - Any eviction or foreclosure history in the past six years will automatically be declined.
  - Rental history reflecting past due and unpaid charges will be declined.
  - Damages reported by previous landlord
  - A conviction guilty plea or no-contest plea for any felony or gross misdemeanor involving serious injury, damage or drug related offenses (sale, manufacture, delivery or possession with intent to sell) burglary/robbery or weapon and any family violence offenses charges will be declined.

### **Approved Application Procedures**

1. Applicants will be contacted as soon as the application is approved.
2. If the applicant is approved and defaults on renting the property and signing a rental/lease agreement, applicant will forfeit the security deposit.
3. First month's rent must be paid online 24-48 hours prior to move-in. We will not disburse keys until the first month's rent has been paid in full.

*By initialing below, applicants confirm they have read and agree to the Application Policies and Procedures above.*



### **Fair Housing Policies**

1. Fair Housing Policy and Non-Discrimination Statement
2. Screening Policy
3. Occupancy Policy
4. Reasonable Modification/Accommodation Policy

#### ***Platinum Peak Property Management Fair Housing Policy***

Platinum Peak Property Management, including its employees, is committed to following the letter and spirit of the Federal Fair Housing law by respecting the diversity and differences within our customer base by providing equal professional service to all, without regard to race, color, religion, sex, handicap, familial status, national origin or other protected status. Platinum Peak Property Management, including its employees, is also committed to following the letter and spirit of Texas Fair Housing Act, by respecting the diversity and differences within our customer base by providing equal professional service to all, without regard to race, color, national origin, religion, sex, physical or mental disability, or familial status (presence of a child under age 18 living with parents or legal custodians, person securing custody of children under 18, or a pregnant woman).

Platinum Peak Property Management is committed to keeping informed about fair housing laws and practices and will not tolerate non-compliance. This commitment will be demonstrated through the general practices of Platinum Peak Property Management and through advertising and the media that everyone is welcome, and no one is excluded. Platinum Peak Property Management will additionally inform our clients and customers about their rights and responsibilities under the fair housing laws.

Non-discrimination Statement Platinum Peak Property Management complies with the letter and spirit of the Fair Housing Act, the Texas Fair Housing Act, that prohibits housing discrimination to certain persons under each law. No qualified person will be denied housing or otherwise discouraged from obtaining housing at Platinum Peak Property Management because of his/her status under these laws.

### ***Platinum Peak Property Management Screening Policy***

Platinum Peak Property Management, including its employees, is committed to following the letter and spirit of all federal, state, and local fair housing laws by respecting the diversity and differences within our customer base by providing equal professional service to all, without regard to race, color, religion, sex, handicap, familial status, national origin or other protected status contained in state or local statutes. Platinum Peak Property Management reserves the right to approve or deny any application whereby the following criteria is not met. Platinum Peak Property Management requires all residents 18 years of age or older to apply for residency. In an effort to help you understand the manner in which we evaluate your qualifications to become a resident and to assist you in determining for yourself whether you qualify prior to submitting an Application for Residency, the following are Platinum Peak Property Management basic policies and procedures.

Any person of legal age may submit an Application for Residency. Each application will be evaluated in a fair and uniform manner based on credit worthiness, including but not limited to income stability, negative rental or credit history, criminal convictions, evictions and civil history. Only the

applicant's status regarding these issues will be evaluated. Platinum Peak Property Management will not take into account any status protected in its Fair Housing Policy.

Platinum Peak Property Management cannot enter into a lease, accept rental payments, or security deposits until 3 days after the receipt of required disclosures and prospective resident's review of the Rent/Fee Schedule and the current Rules and Regulations. In this regards, Platinum Peak Property Management requires the following:

**Identification:** All applicants 18 years of age and older must provide identification in order to verify the identity of the applicant. If identification is provided in the form of a government issued photo I.D. If no photo identification is available, an applicant must provide sufficient proof to verify identity.

**Application:** Everyone 18 years of age and older must complete and sign Platinum Peak Property Management's standard residency application. In the event an applicant has a guarantor, the guarantor must file a joint application, follow this policy and agree to its terms. Incomplete or falsified applications will not be accepted for further processing. Large print applications are available upon request. Platinum Peak Property Management charges a \$75 fee for all applications. If the application meets all guidelines, Platinum Peak Property Management will accept the application and proceed to consider the applicant's qualifications for residency.

**Income Verification:** Once an application has been accepted, the applicant must provide an employment history and sufficient proof of current income, including but not limited to two recent pay stubs, a letter offering the applicant employment, bank statements, etc.

**Residence Verification:** Once an application has been accepted, the applicant must provide a list of places the applicant has resided over the previous two years and include any instances where the applicant has been evicted from that particular residence.

**Credit Verification:** Once an application has been accepted, Platinum Peak Property Management will run a credit check and evictions report on the applicant. Following a review of the information provided above, Platinum Peak Property Management will notify the applicant or applicant's licensed Realtor/Broker whether the application was approved or declined. Availability of units is based upon the best qualified applicant (not first qualified).

### ***Platinum Peak Property Management Occupancy Policy***

Platinum Peak Property Management adheres to the Department of Housing and Urban Development Guidance on Occupancy standards. Due to the guidelines set forth therein, the max occupancy within a manufactured home in Platinum Peak Property Management shall be two (2) persons per bedroom. *Variable-A* preborn infant or one (1) infant under the age of 12 months shall not be considered when calculating this occupancy requirement. At the time of renewal, a child who is at least twelve (12) months old will be counted as an additional person for purposes of determining the maximum occupancy allowed. Residents who have exceeded the occupancy restrictions during a lease term due to newborn family members will not be required to move to a larger dwelling until the end of their current lease or renewal term (not including any month to automatic renewal extensions). All occupancy rates are regulated by State Ordinances and Zoning. No violation of zoning or ordinances is compliant with this policy and will supersede company policy.

### ***Platinum Peak Property Management Reasonable Modifications/ Accommodation Policy***

No qualified individual with disabilities will be excluded, solely on the basis of disability from participation in or the benefits of programs or activities administered by Platinum Peak Property Management. Platinum Peak Property Management will provide reasonable accommodations to all applicants, residents, and employees, who need such accommodations to be able to enjoy the benefits of the housing and employment provided by

Platinum Peak Property Management. In addition, reasonable modifications will be provided to the structure and features of the dwelling, as well as public and common use areas of the property should such modifications be necessary to provide full enjoyment of the premises, providing such modifications do not result in an administrative and financial burden to Platinum Peak Property Management or threat to the other residents of Platinum Peak Property Management. A reasonable accommodation is a change, exception, or adjustment to a rule, practice, or service that allows a person with a disability to use and enjoy a dwelling as well as public and common use areas of Platinum Peak Property Management. This does not negate the property owners' individual right to determine pet policy for their respective homes. A reasonable modification is a structural change made to a resident's dwelling or to the common areas of Platinum Peak Property Management, which is necessary to enable a resident with a disability to have full use of and enjoyment of the housing.

Requests for modification/accommodation must be in writing and accompanied by verification from a doctor or other medical professional, or other qualified third party who, in their professional capacity, has knowledge about the person's available information. When additional information is necessary, Platinum Peak Property Management will notify the person seeking the modification/accommodation about what information is needed and offer a reasonable time to provide the information. If, after a reasonable period of time, the requester fails to provide the necessary information, Platinum Peak Property Management may base the decision on the available information or lack thereof. Platinum Peak Property Management adheres to the Department of Housing and Urban Development Guidance on Service Animals and Assistance Animals for people with disabilities, as well as Texas Fair Housing Act. Platinum Peak Property Management will evaluate each request on a case by case basis, in a timely and professional manner. The reasonableness of a particular modification/accommodation depends on various factors, including but not limited to undue financial and administrative burden, or unreasonable fundamental alteration of a dwelling or structure, as well as whether the request poses a threat to other residents of Platinum Peak Property Management. If the initial modification/accommodation proposed by the tenant is determined to be unreasonable

and more than one alternative is available, Platinum Peak Property Management may offer a modification/accommodation that still meets the resident's needs.